



3COM

User Guide

OfficeConnect[®] 10/100 LAN CardBus PC Card

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3Com Corporation 5400 Bayfront Plaza Santa Clara, California 95052-8145

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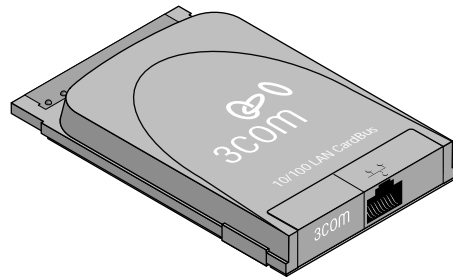
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1

Installing the PC Card

The OfficeConnect® 10/100 LAN CardBus PC Card, shown below, connects a notebook to an Ethernet or Fast Ethernet network.



Installing the User Guide

This guide describes PC Card installation and setup for Windows 2000, Windows 98, Windows Millennium Edition (Windows Me), Windows 95, and Windows NT.

Read the user guide for the latest information on the product. (You must first install the guide.) You can also obtain information from the README.TXT file in the root directory on the *LAN Installation CD*.

To access the user guide on your system:

- 1 Open the *Start* menu and select *Programs*.**
- 2 Select *3Com PC Card Utilities*.**
- 3 Select *OfficeConnect 573BT User Guide*.**

1 Installing the PC Card

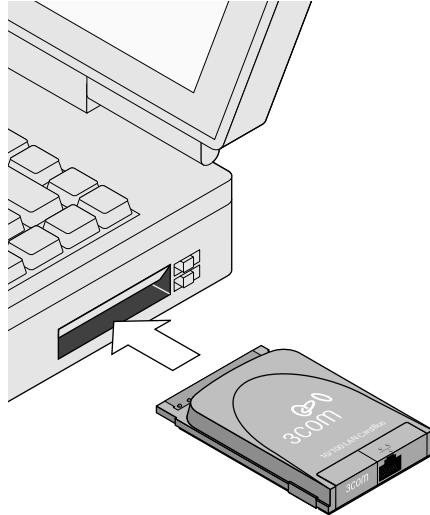
Connecting the PC Card

1 Remove all PC Cards from your notebook.

2 With the power off, insert the PC Card into the PC Card slot and slide it all the way in.



CAUTION: Forcing the card into the slot may bend the pins. If you do not know how to insert cards in your computer, refer to the documentation supplied with your computer.



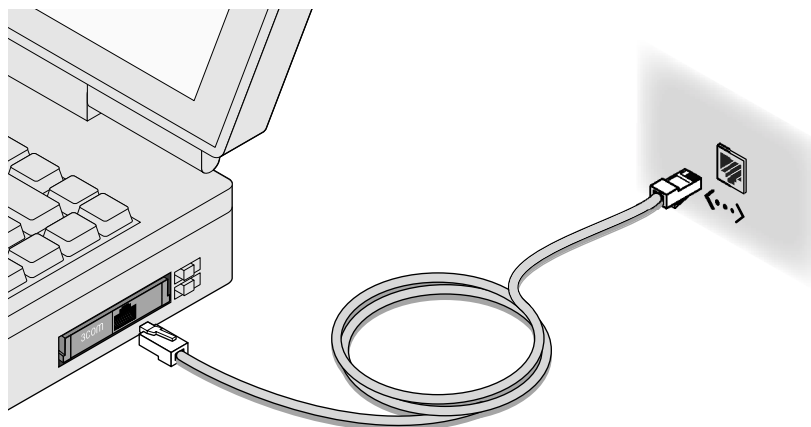
3 Connect one end of the network cable to the RJ-45 port on the card.

This port is indicated on the card with a network icon.

4 Connect the other end to a LAN port (on an Ethernet hub, for example).



NOTE: All cables used with the OfficeConnect 10/100 LAN CardBus PC Card lock in place when connected to the card. To release the cables, squeeze the release clip located on the top of the connector.



5 You are now ready to install the network driver. In this guide, go to the chapter for your notebook operating system.

2

Configuring the Windows 2000 Driver

Before configuring the PC Card and software, you will need to know:

- Your computer name and workgroup name.
- For your network account, your user name and password.

For unattended installation, see the `\unattend\win2k` directory on the *Installation CD*.

Installing the Driver

1 Make sure that the PC Card is inserted and connected to the network, as described in “Connecting the PC Card” on page 2.

2 Turn the notebook on.

Windows automatically detects the PC Card, displays the Found New Hardware dialog box, and looks for information about the PC Card.

When Windows is ready to configure the new hardware, Windows starts the Found New Hardware wizard. A dialog box will appear, stating: “Windows will search for new drivers for the Ethernet Controller.”

3 Click *Next*.

4 Select *Search for the best driver for your device*, and click *Next*.

5 Select *CD*, insert the *Installation CD*, and click *Next*.

After finding the files on the disk, a dialog box will appear, stating: “Windows has found the driver.”

6 Click *Next* to copy the required files.

The Found New Hardware wizard states that Windows has finished installing the driver.

7 If a *Digital Signature Not Found* dialog box appears, click *Yes* to continue the installation.

Wait while Windows checks your current network configuration. The time required to complete this task depends on your settings for network software components.

8 When a dialog box appears stating that Windows has finished installing the software your new hardware requires, click *Finish*.

The PC Card and software are now installed. If you are running TCP/IP using DHCP, you will be connected to the network and will not need to reboot your notebook computer. If you are not running the aforementioned configuration, see your network administrator to adjust your network settings.

2 Configuring the Windows 2000 Driver

Confirming Installation

1 From the desktop, select *Start/Settings/Control Panel/System*.

The System Properties box appears, detailing your system setup.

2 Select *Hardware*.

3 Click *Device Manager*.

A list of devices appears, arranged by type.

4 Click the + sign next to *Network Adapters*.

The PC Card name, *FE573B-3Com 10/100 LAN CardBus-Fast Ethernet*, appears, confirming successful installation.

5 Double-click *FE573B-3Com 10/100 LAN CardBus-Fast Ethernet* to display a description of the PC Card and its current status.

The device status should indicate: "This device is working properly."

Troubleshooting Driver Installation

Symptom	Solution
Basic troubleshooting, applicable for all problem situations.	<ul style="list-style-type: none">■ Inspect all cables and connections.■ Check whether your PC Card is fully inserted into the slot.■ Verify that you have the latest BIOS for your system. If not, check the Web site for your computer and follow the BIOS upgrade instructions.■ Check for multiple installations of the PC Card.■ Check whether your system's PCMCIA or CardBus Controller is installed and running properly by selecting <i>My Computer/Control Panel/System/Hardware/Device Manager/PCMCIA Card</i>. Verify that the controller is present and shows no errors.
The LAN device is not functional. LED on the connector is not illuminated or mismatches the real network speed.	<ul style="list-style-type: none">■ Select <i>My Computer/Control Panel/System/Hardware/Device Manager</i> to inspect the status of the PC Card. If you see a red X, enable the PC Card by checking the appropriate box under <i>Properties</i>. If you see a yellow exclamation mark, click the icon to see what the conflict is. Verify that there are adequate system resources. Free system resources (for example, disable the infrared port), remove and reinstall the PC Card.
Losing network connection after disconnecting or changing the media speed.	<ul style="list-style-type: none">■ Reboot after disconnecting and reconnecting the cable in NetWare networks to temporarily solve the problem. The permanent solution is to use specific frame types, such as 802.2 or 802.3. This problem occurs when using NetWare servers and IPX/SPX protocol, and the frame type is selected automatically.
Need to force speed and duplex settings to match those of an attached device.	<ol style="list-style-type: none">1 Select <i>My Computer/Control Panel/Network and Dial Up Connections/Local Area Connection. FE573B-3Com 10/100 LAN CardBus-Fast Ethernet</i> appears in the Connect using: box.2 Click <i>Configure</i>.3 From the dialog box that appears, select <i>Advanced</i>.4 Select <i>Network Link Selection</i> and choose the correct speed.

Uninstalling the PC Card and Drivers

Sometimes previous or unfinished installations leave problems that affect PC Card operation. If the PC Card installation is unsuccessful for any reason, your best course may be to remove the PC Card and its software and repeat the installation procedure. Possible problems may be indicated if:

- The PC Card is not working.
- Windows is not detecting the PC Card.
- The system issues a warning tone at startup.

If you are having any of these problems, follow the procedure below:

- 1 Select *Control Panel/System/Hardware/Device Manager*.**
- 2 Select the *FE573B-3Com 10/100 LAN CardBus-Fast Ethernet* components and click *Remove*.**
- 3 Remove the PC Card from the PC Card slot.**
- 4 Reboot and reinstall the PC Card and its driver.**

3

Configuring Windows 98 and Windows Me Drivers

Before configuring the PC Card and its drivers, you will need to know:

- For Windows networking, your computer name and workgroup name.
- For your network account, your user name and password.

For unattended installation, see the `\unattend\win98` directory on the *Installation CD*.

Installing the Driver

1 Install the PC Card as described in “Connecting the PC Card” on page 2.

2 Turn the notebook on.

Windows automatically detects the PC Card, displays a New Hardware Found dialog box, and looks for information about the PC Card.

When Windows is ready to configure the new hardware, Windows opens the Add New Hardware wizard. The dialog box states: “Windows will search for new drivers for the PCI Ethernet Controller.”

3 Click *Next*.

4 Select *Search for the best driver for your device*, and click *Next*.

5 Select *CD*, insert the *Installation CD*, and click *Next*.

After finding the files on the disk, Windows states: “Windows driver file for the device: *FE573B-COM 10/100 LAN CardBus-Fast Ethernet*.”

6 Click *Next* to copy the required files.

The Add New Hardware wizard window states that Windows has finished installing the driver.

7 If prompted, remove the *Installation CD* and insert the *Windows CD*.

You can specify a location on your hard disk where the Windows files reside. Typically, this location is `C:\WINDOWS\OPTIONS\CABS` or `C:\WINDOWS\CATROOT`. Click *OK* to copy the files needed for the Ethernet interface.

Wait while Windows checks your current network configuration. The required time depends on your settings for network software components. A dialog box appears, stating: “Windows has finished installing the software that your new hardware device requires.”

8 Click *Finish*.

9 When Windows prompts whether to reboot the computer, remove any CDs from the CD-ROM drive, and click *Yes*.

The PC Card and software are now installed.

3 Configuring Windows 98 and Windows Me Drivers

Confirming Installation

1 Select *My Computer/Control Panel/System*.

The System Properties box appears, detailing your system setup.

2 Select *Device Manager*.

A list of devices appears, arranged by type.

3 Click the + sign next to *Network Adapters*.

The PC Card name, *FE573B-3COM 10/100 LAN CardBus-Fast Ethernet*, appears, confirming successful installation.

4 Double-click *FE573B-3COM 10/100 LAN CardBus-Fast Ethernet* to display a description of the PC Card and its current status.

The device status should state: "This device is working properly."

Troubleshooting Driver Installation

Symptom	Solution
Basic troubleshooting, applicable for all problem situations.	<ul style="list-style-type: none">■ Inspect all cables and connections.■ Check whether your PC Card is fully inserted into the slot.■ Verify that you have the latest BIOS for your system. If not, check the Web site for your computer and follow the BIOS upgrade instructions.■ Check for multiple installations of the PC Card.■ Check whether your system's PCMCIA or CardBus controller is installed and running properly by selecting <i>My Computer/Control Panel/System/Device Manager/PCMCIA Card</i>. Verify that the controller is present and shows no errors.■ Select <i>My Computer/Control Panel/PC Card</i> to confirm that the system recognizes your PC Card.■ Select <i>My Computer/Control Panel/Network</i> and make sure that you have the correct clients and protocols installed.
The LAN device is not functional. LED on the connector is not illuminated or mismatches the real network speed.	<ul style="list-style-type: none">■ Select <i>My Computer/Control Panel/System/Device Manager</i> and inspect the status of your PC Card. If you see a red X, enable the PC Card by checking the appropriate box under <i>Properties</i>. If you see a yellow exclamation mark, click the icon to see what the conflict is. Verify that there are adequate system resources. Free system resources (for example, disable the infrared port), remove and reinstall the PC Card.
Losing network connection after disconnecting or changing the media speed.	<ul style="list-style-type: none">■ Reboot after disconnecting and reconnecting the cable in NetWare networks to temporarily solve this problem. The permanent solution is to use specific frame types, such as 802.2 or 802.3. This problem occurs when using NetWare servers and IPX/SPX protocol, and the frame type is selected automatically.
Need to force speed and duplex settings to match those of an attached device.	<ol style="list-style-type: none">1 Select <i>My Computer/Control Panel/Network</i>.2 Select <i>FE573B-3COM 10/100 LAN CardBus-Fast Ethernet</i>.3 Select <i>Advanced</i>.4 Select <i>Network Link Selection</i> and choose the correct speed.

Uninstalling the PC Card and Drivers

Sometimes previous or unfinished installations leave problems that affect PC Card operation. If the PC Card installation is unsuccessful for any reason, your best course may be to remove the PC Card and its software and repeat the installation procedure. Possible problems may be indicated if:

- The PC Card is not working.
- Windows is not detecting the PC Card.
- The system issues a warning tone at startup.

If you are having any of these problems, follow the procedure below:

- 1 Select *Control Panel/System/Device Manager*.**
- 2 Select the *FE573B-3COM 10/100 LAN CardBus-Fast Ethernet* components and click *Remove*.**
- 3 Remove the PC Card from the PC Card slot.**
- 4 Reboot and reinstall the PC Card and its drivers.**

4

Configuring the Windows 95 Driver

Before configuring the PC Card and software, you will need to know:

- The version of Windows 95 installed on your notebook. The OfficeConnect 10/100 LAN CardBus PC Card will operate only in notebooks running Windows 95 OSR 2 or later.
- Your network file server name, network account user name, and password.

For unattended installation, see the `\unattend\win95` directory on the *Installation CD*.

Determining Your Version of Windows 95

1 Select *My Computer/Control Panel/System*.

The *System Properties* dialog box appears.

2 Select *General*.

The Windows 95 version information appears. The PC Card will operate only with Windows 95 OSR 2, which is identified as 4.00.950b or 4.00.950c.

Version A is identified as 4.00.950 or 4.00.950a. The PC Card will not operate with Version A of Windows 95.

Installing the Driver

1 Insert the PC Card as described in “Connecting the PC Card” on page 2.

2 Turn the notebook on.

The New Hardware Found window appears briefly, and then the Update Device Driver Wizard window states: “Windows has detected the PCI Ethernet Controller.”

3 Insert the *Installation CD* and click *Next* to begin driver installation.

The following message appears: “Windows found the following updated driver for the device: FE573B-3Com 10/100 LAN CardBus-Fast Ethernet.”

4 Click *Finish* to accept the driver.

If you are prompted for the *Installation CD* during installation, make sure that the drive letter of the CD-ROM drive is entered as the designated path. If, during installation, the 3Com driver cannot be found, enter `z:\` (where “z” is the drive letter of your CD-ROM drive) to point Windows to the *Installation CD*.

If prompted, remove the *Installation CD* and insert the Windows 95 CD. You can specify a location on your hard disk where the Windows 95 files reside. Typically, this location is `C:\WINDOWS\OPTIONS\CABS`. Click *OK* to copy the files needed for the Ethernet interface.

Wait while Windows checks your current network configuration. The required time depends on your settings for network software components. If you are prompted for *Computer name* or *Workgroup name*, enter the appropriate name and click *OK*. If you have difficulties, see your network administrator.

A dialog box appears, stating: “Windows has finished installing the software that your new hardware device requires.”

5 When Windows prompts you whether to reboot the notebook, remove any CDs from the CD-ROM drive, and click *Yes*.

The PC Card and software are now installed.

4 Configuring the Windows 95 Driver

Confirming Installation

1 Select *My Computer/Control Panel/System*.

The System Properties dialog box details your system setup.

2 Select *Device Manager*.

3 Click the + sign next to *Network Adapters*.

FE573B-3Com 10/100 LAN CardBus-Fast Ethernet should be listed, confirming successful installation.

4 Double-click *FE573B-3Com 10/100 LAN CardBus-Fast Ethernet* to display a description of the PC Card and its current status.

The status should display: "This device is working properly."

Troubleshooting Driver Installations

Symptom	Solution
Basic troubleshooting, applicable for all problem situations.	<ul style="list-style-type: none">■ Inspect all cables and connections.■ Check whether your PC Card is fully inserted into the slot.■ Verify whether you have the latest BIOS for your system. If not, check the Web site for your notebook and follow the BIOS upgrade instructions.■ Check for multiple installations of the PC Card.■ Check whether the PCMCIA or CardBus controller is installed and running properly by selecting <i>My Computer/Control Panel/System/Device Manager/PCMCIA Card</i>. Verify that the controller is present and shows no errors.■ Select <i>My Computer/Control Panel/PC Card</i> to confirm that the system recognizes the PC Card.■ Select <i>My Computer/Control Panel/Network</i> and make sure that you have the correct clients and protocols installed.
At installation, Update Device Driver window does not appear.	<ul style="list-style-type: none">■ Check whether the PC Card was already installed.■ Check whether the PC Card was installed under "Other Devices" because of a previous faulty installation.■ Check that PCMCIA is enabled on your notebook. If not, enable PCMCIA.
The LAN device is not functional. LED on the connector is not illuminated or mismatches the real network speed.	<ul style="list-style-type: none">■ Select <i>My Computer/Control Panel/System/Device Manager</i> to inspect the status of the PC Card. If you see a red X, enable the PC Card by checking the appropriate box under <i>Properties</i>. If you see a yellow exclamation mark, click the icon to see what the conflict is. Verify that there are adequate system resources and, if not, try to free system resources (for example, disable the infrared port), then remove and reinstall the PC Card and its drivers.
Losing network connection after disconnecting or changing the media speed.	<ul style="list-style-type: none">■ Reboot after disconnecting and reconnecting the cable in NetWare networks to temporarily solve the problem. The permanent solution is to use specific frame types, such as 802.2 or 802.3. This problem occurs when using NetWare servers and IPX/SPX protocol, and the frame type is selected automatically.
Need to force speed and duplex settings to match those of an attached device.	<ol style="list-style-type: none">1 Select <i>My Computer/Control Panel/Network</i>.2 Double-click <i>FE573B-3Com 10/100 LAN CardBus-Fast Ethernet</i>.3 Select <i>Advanced</i>.4 Select <i>Network Link Selection</i> and choose the correct speed.

Uninstalling the PC Card and Drivers

Sometimes previous or unfinished installations leave problems that affect PC Card operation. If the PC Card installation is unsuccessful for any reason, your best course may be to remove the PC Card and its software, and repeat the installation procedure. Possible problems may be indicated if:

- The PC Card is not working.
- Windows 95 is not detecting the PC Card.
- The system issues a warning tone at startup.

If you are having any of these problems, follow the procedure below:

- 1 Open *Control Panel/System/Device Manager*.**
- 2 Select the *FE573B-3Com 10/100 LAN CardBus-Fast Ethernet* components and click *Remove*.**
- 3 Remove the PC Card from the PC Card slot.**
- 4 Reboot and reinstall the PC Card.**

5

Configuring the Windows NT 4.0 Driver

Before configuring the PC Card and software, you will need to know:

- If networking has already been installed on your notebook.
- Your network file server name, network account user name, and password.
- The protocol used in the Microsoft Windows network (NWLink IPX/SPX compatible transport, TCP/IP protocol, NetBEUI protocol).
- The name of the NT server domain or workgroup to which you belong.
- Your IP address (unless you are using DHCP).
- If you are installing the driver with Card and Socket Services software. If you are, see “Installing the Driver with Softex” on page 17.

For unattended installation, see the `\unattend\nt40` directory on the *Installation CD*.

Installing the Driver With No Networking Installed

The Windows NT driver installation you use depends on whether networking has already been installed on your notebook. If your notebook does not have networking installed, follow the procedure below.

- 1 Insert the PC Card as described in “Connecting the PC Card” on page 2, and turn the notebook on.**
- 2 Select *My Computer/Control Panel/Network*.**
- 3 Click *Yes* when the system prompts: “Windows NT Networking is not installed. Do you want to install it now?”**
The Network Setup Wizard opens. If the prompt does not appear, go to “Installing the Driver With Networking Installed” on page 16 and follow the instructions included there.
- 4 Click *Wired to the network* and click *Next*.**
- 5 Click *Select from list...* when the system prompts to have setup start searching for a network adapter, and then click *Have Disk*.**
- 6 Insert the *Installation CD* in the CD-ROM drive and enter `x:\` (where “x” is the drive letter of your CD-ROM drive) to point Windows to the *Installation CD*, and click *OK*.**
- 7 Select *FE573B-3Com 10/100 LAN CardBus-Fast Ethernet* when the Select OEM Option window opens, and click *OK*.**
The Network Setup Wizard window appears.
- 8 Click *Next*, place a check mark next to each network protocol required for your site in the Network Protocols list, and then click *Next* again.**
- 9 Place a check mark in the box next to each desired service in the Network Services window.**
- 10 Select the default settings and click *Next* to install the components you selected.**
The message “Windows NT is now ready to install networking” appears.
- 11 Click *Next*.**
The Windows NT Setup window prompts for the location of the Windows NT installation files.

5 Configuring the Windows NT 4.0 Driver

- 12 Enter the path to the Windows NT installation files (for example, d:\ i386 on the Windows NT CD) and click *Continue*.**

Remove the *Installation CD*, if needed. The Windows NT Setup window prompts for the location of the Windows NT installation files again.

- 13 Enter x:\ (where "x" is the drive letter of your CD-ROM drive) to point Windows to the *Installation CD*, and click *Continue*.**

You may have to reinsert the *Installation CD*, if you removed it in step 12.

- 14 Accept the default settings in the 3Com network Interface dialog box, and click *Continue*.**

The default settings work in most instances. However, you may specify network link settings, auto polarity, and IRQ and I/O values. See your network administrator for more details.

- 15 Enter your IP address if prompted, and click *OK*.**

- 16 Click *Yes* if you are prompted for DHCP, then click *Next* when the Protocol window for enabling or disabling protocols appears.**

- 17 Click *Next* to start the network when Windows NT is ready.**

- 18 Enter your notebook name and workgroup or domain name when prompted, and click *Next*.**

- 19 Click *Finish* when the system displays: "Networking has been installed on your notebook."**

- 20 Remove the *Installation CD* from the CD-ROM drive when prompted to reboot the notebook, and click *Yes*.**

- 21 Reinstall your service pack if you had one installed prior to installing the PC Card.**

The PC Card and software are now installed.

Installing the Driver With Networking Installed

The Windows NT driver installation you use depends on whether networking has already been installed on your notebook. If your notebook has networking installed, follow the procedure below.

- 1 Install the PC Card as described in "Connecting the PC Card" on page 2 and turn the notebook on.**

- 2 Select *My Computer/Control Panel/Network/Adapters*.**

The Select Network Adapter window appears. If the message "networking is not installed" appears, go to "Installing the Driver With No Networking Installed" on page 15 and follow the instructions included there.

- 3 Click *Have Disk...* and insert the *Installation CD* into the CD-ROM drive.**

- 4 Enter x:\ (where "x" is the drive letter of your CD-ROM drive) to point Windows to the *Installation CD*, and click *OK*.**

- 5 Select *FE573B-3Com 10/100 LAN CardBus-Fast Ethernet* when the Select OEM Option window opens, and click *OK*.**

- 6 Accept the default settings in the Network Settings window, click *Continue*, and wait while the files are copied to your notebook.**

The default settings will work in most instances. However, you may specify network link settings, auto polarity, and IRQ and I/O values. See your network administrator for more details.

- 7** Click *Close*, enter your IP address if prompted, and then click *OK*.
- 8** Click *Yes* at the DHCP prompt (if the prompt appears).
- 9** Click *Apply*, and then click *OK*.
- 10** Remove the *Installation CD* from the CD-ROM drive when prompted to reboot the notebook, and then click *Yes*.

The PC Card and software are now installed.

Installing the Driver with Softex

- 1** Insert the *Installation Disk* in the CD-ROM drive.
- 2** Insert the PC Card into the PC Card slot.
Card Executive will attempt, but fail, to find the diskette.
- 3** When prompted, select *Install driver provided with PC Card*.
- 4** Enter **x:\softex** (where "x" is the drive letter of your CD-ROM drive), and click *OK*.
The Network Settings window will appear.
- 5** Select *Continue*.
The Protocol configuration window will appear, depending on the protocol that was chosen.
- 6** Reboot your system when prompted.

The PC Card and software are now installed.

5 Configuring the Windows NT 4.0 Driver

Confirming Installation

To confirm any of the NT installations discussed in this chapter, select *My Computer/Control Panel/Network/Adapters*. "FE573B-3Com 10/100 LAN CardBus-Fast Ethernet" should be listed.

Troubleshooting Driver Installations

Symptom	Solution
Basic troubleshooting, applicable for all problem situations.	<ul style="list-style-type: none">■ Inspect all cables and connections.■ Check whether your PC Card is fully inserted into the slot.■ Verify whether you have the latest BIOS for your system. If not, check the Web site for your notebook and follow the BIOS upgrade instructions.■ Check the event log by selecting <i>Start/Programs/Admin Tools/Event Viewer</i>. The event log lists any problems found during system operation.
Failure after Suspend/Resume.	<ul style="list-style-type: none">■ Check whether you have the latest BIOS for your notebook or upgrade your software from Microsoft. This problem usually indicates a power-management problem. Since Windows NT 4.0 does not support power management, it is recommended that you disable power management in the BIOS.
Card not functioning.	<ul style="list-style-type: none">■ Check for resource conflicts and make sure the settings for the PC Card are valid by opening Windows NT Diagnostics. Select <i>Start/Programs/Admin Tools/Windows NT Diagnostics</i>.
Need to force speed and duplex settings to match those of an attached device.	<ol style="list-style-type: none">1 Select <i>Control Panel/Network/Adapters/Link Settings</i>.2 Specify the desired values.

Uninstalling the PC Card and Driver

Sometimes previous or unfinished installations leave problems that affect PC Card operation. If the PC Card installation is unsuccessful for any reason, your best course may be to remove the PC Card and its software and repeat the installation procedure. Possible problems may be indicated if:

- The PC Card is not working.
- Windows NT is not detecting the PC Card.
- The system issues a warning tone at startup.

If you are having any of these problems, follow the procedure below:

- 1 Remove the PC Card from the PC Card slot.**
- 2 Select *My Computer/Control Panel/Network/Adapters*.**
- 3 Select *FE573B-3Com 10/100 LAN CardBus-Fast Ethernet* and click *Remove*.**
- 4 Reboot and reinstall the PC Card and its drivers.**

This procedure removes the PC Card and its software only. If you choose to remove all networking components, remember to use the setup procedure described in "Installing the Driver With No Networking Installed" on page 15.

6

Troubleshooting

If you are having problems installing the PC Card or software, refer to the chapter in this guide that covers the operating system running on your notebook ("Configuring the Windows 2000 Driver," for example) for more information.

PC Card Illuminated Connectors

The RJ-45 connector of the Ethernet cable attached to the OfficeConnect 3Com 10/100 LAN CardBus-Fast Ethernet PC Card may illuminate, depending on the state of the PC Card connection. Before the illuminated connectors can be used for troubleshooting, the PC Card must be connected to the network and the driver must be installed.

The illuminated connector states are described in the table below.

	Steady	Flashing	Off
Green (10 Mbps)	Good connection	Faulty connection	No connection
Yellow (100 Mbps)	Good connection	Faulty connection	No connection

Diagnostics Help Library

You can find more information in the DOS Diagnostics help library. To access the library:

- 1 Make an *Installation Disk* by copying the contents of the *Disk1* directory on the *Installation CD* onto a formatted floppy, or by using the *Create Diskette* option, located in the *Installation CD* menu (under *CD Utilities*).**

If your system does not automatically start the *Installation CD* menu, go to the *Start* menu, select *Run*, and enter **x:\setup.exe** (where "x" is the letter of your CD-ROM drive).

- 2 Insert the *Installation Disk* in the floppy drive of your notebook, and at the DOS prompt, enter **a:\dosdiag.exe**.**

The DOS Diagnostics will run.

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Technical Support

3Com provides easy access to technical support information through a variety of services. This appendix describes these services.

Information contained in this appendix is correct at time of publication. For the most recent information, 3Com recommends that you access the 3Com Corporation World Wide Web site.

Online Technical Services

3Com offers worldwide product support 24 hours a day, 7 days a week, through the following online systems:

- World Wide Web site
- 3Com Knowledgebase Web Services
- 3Com FTP site

World Wide Web Site

To access the latest networking information on the 3Com Corporation World Wide Web site enter this URL into your Internet browser: **<http://www.3com.com/>**.

This service provides access to online support information, such as technical documentation and a software library, as well as support options that range from technical education to maintenance and professional services.

3Com Knowledgebase Web Services

This interactive tool contains technical product information compiled by 3Com expert technical engineers around the globe. Located on the World Wide Web at **<http://knowledgebase.3com.com>**, this service gives all 3Com customers and partners complementary, around-the-clock access to technical information on most 3Com products.

7 Technical Support

3Com FTP Site

Download drivers, patches, software, and MIBs across the Internet from the 3Com public FTP site. This service is available 24 hours a day, 7 days a week.

To connect to the 3Com FTP site, enter the following information into your FTP client:

- Hostname: **ftp.3com.com**
- Username: **anonymous**
- Password: **<your Internet e-mail address>**



NOTE: You do not need a user name and password with Web browser software such as Netscape Navigator and Internet Explorer.

Support from Your Network Supplier

If you require additional assistance, contact your network supplier. Many suppliers are authorized 3Com service partners who are qualified to provide a variety of services, including network planning, installation, hardware maintenance, application training, and support services.

When you contact your network supplier for assistance, have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision levels
- Diagnostic error messages
- Details about recent configuration changes, if applicable

If you are unable to contact your network supplier, see the following section on how to contact 3Com.

Support from 3Com

If you are unable to obtain assistance from the 3Com online technical resources or from your network supplier, 3Com offers technical telephone support services. To find out more about your support options, please call the 3Com technical telephone support phone number at the location nearest you.

When you contact 3Com for assistance, have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision levels
- Diagnostic error messages
- Details about recent configuration changes, if applicable

Here is a list of worldwide technical telephone support numbers. These numbers are correct at the time of publication. Refer to the 3Com Web site for updated information.

Country	Telephone Number	Country	Telephone Number
Asia Pacific Rim Australia Hong Kong India Indonesia Japan Malaysia New Zealand Pakistan Philippines	1 800 678 515 800 933 486 +61 2 9937 5085 or 000800 6501111 001 800 61 009 03 5783 1270 1800 801 777 0800 446 398 +61 2 9937 5083 1235 61 266 2602	P.R. of China Singapore S. Korea Taiwan, R.O.C. Thailand	10800 61 00137 or 021 6350 1590 or 00800 0638 3266 800 6161 463 00798 611 2230 or 02 3455 6455 00798 611 2230 0080 611 261 or 001 800 611 2000
Europe, Middle East and Africa From anywhere in these regions, call:	+44 (0)1442 435529 phone +44 (0)1442 436722 fax		
Europe and South Africa From the following countries, you may use the toll-free numbers:			
Austria Belgium Denmark Finland France Germany Hungary Ireland Israel Italy	0800 297468 0800 71429 800 17309 0800 113153 0800 917959 0800 1821502 06800 12813 1800 553117 1800 9453794 800 8 79489	Luxembourg Netherlands Norway Poland Portugal South Africa Spain Sweden Switzerland U.K.	0800 3625 0800 0227788 800 11376 00800 3111206 0800 831416 0800 995014 900 983125 020 795482 0800 55 3072 0800 966197
Latin America Brazil Mexico	0800 13 3266 01 800 849CARE	Puerto Rico Central and South America	800 666 5065 AT&T +800 998 2112
North America	1 800 NET 3Com (1 800 638 3266) Enterprise Customers: 1 800 876-3266		

7 Technical Support

Returning Products for Repair

Before you send a product directly to 3Com for repair, you must first obtain an authorization number. Products sent to 3Com without authorization numbers will be returned to the sender unopened, at the sender's expense.

To obtain an authorization number, call or fax:

Country	Telephone Number	Fax Number
Asia, Pacific Rim	+65 543 6500	+65 543 6348
Europe, Middle East and Africa	+ 44 (0)1442 435529	+ 44 (0)1442 436722
Central and South America	525 201 0075	
Argentina	0810 222 3266	
Bolivia	511 241 1691	
Brazil	0800 133266 or 55 11 5643 2700	
Caribbean	525 201 0004	
Chile	562 240 6200	
Colombia	525 201 0004	
Ecuador	525 201 0004	
Mexico	525 201 0004	
Paraguay	525 201 0004	
Peru	511 241 1691	
Uruguay	525 201 0004	
Venezuela	525 201 0004	
From the following countries, you may call the toll-free numbers; select option 2 and then option 2:		
Austria	0800 297468	
Belgium	0800 71429	
Denmark	800 17309	
Finland	0800 113153	
France	0800 917959	
Germany	0800 1821502	
Hungary	00800 12813	
Ireland	1800 553117	
Israel	1800 9453794	
Italy	1678 79489	
Netherlands	0800 0227788	
Norway	800 11376	
Poland	00800 3111206	
Portugal	0800 831416	
South Africa	0800 995014	
Spain	900 983125	
Sweden	020 795482	
Switzerland	0800 55 3072	
U.K.	0800 966197	
U.S.A. and Canada	1 800 NET 3Com (1 800 638 3266) Enterprise Customers: 1 800 876 3266	1 408 326 7120 (not toll-free)

Regulatory Compliance

OfficeConnect 3Com 10/100 LAN CardBus PC Card

FCC Class B Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1 This device may not cause harmful interference, and
- 2 This device must accept any interference received, including interference that may cause undesired operation.

WARNING: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules, and the Canadian Department of Communications Equipment Standards entitled, "Digital Apparatus," ICES-003. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from the one which the receiver is connected to.
- Consult the dealer or an experienced radio/TV technician for help.

The user may find the following booklet prepared by the Federal Communications Commission helpful: *The Interference Handbook*.

This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Stock No. 004-000-00345-4.

NOTE: In order to maintain compliance with the limits of a Class B digital device, 3Com requires that you use quality interface cables when connecting to this device. Changes or modifications not expressly approved by 3Com could void the user's authority to operate this equipment. Refer to the manual for specifications on cabling types.

FCC Declaration of Conformity

We declare under our sole responsibility that the

Model:	Description:
3C3SH573BT	OfficeConnect 10/100 LAN CardBus PC Card

to which this declaration relates, is in conformity with the following standards or other normative documents:

- ANSI C63.4-1992 Methods of Measurement
- Federal Communications Commission 47 CFR Part 15, subpart B
 - 15.107 (e)Class B Conducted Limits
 - 15.109 (g)Class B Radiated Emissions Limits

3Com Corporation, 5400 Bayfront Plaza, P.O. Box 58145, Santa Clara, CA 95052-8145

Regulatory Compliance

FCC Part 68 Statement

3Com Corporation
Model No: 3C3SH573BT
Made in U.S.A.

This equipment complies with Part 68 of the Federal Communications Commission (FCC) rules. On the product is a label that contains the FCC registration number and Ringer Equivalence Number (REN) for this device. If requested, this information must be provided to the telephone company.

An FCC compliant telephone cord with a modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. See installation instructions for details.

The Ringer Equivalence Number (REN) is used to determine the quantity of devices which may be connected to the telephone line. Excessive REN's on a telephone line may result in the devices not ringing in response to an incoming call. In most areas, the sum of REN's should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total REN's, contact the local telephone company.

If this device causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. The telephone company may request that you disconnect the equipment until the problem is resolved.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of this equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

This equipment cannot be used on telephone company provided coin service. Connection to party line service is subject to state tariffs. Contact the state public utility commission or public service commission for information.

When programming and/or making test calls to emergency numbers:

- **Remain on the line and briefly explain to the dispatcher the reason for the call.**
- **Perform such activities in the off-peak hours such as early morning or late evenings.**

NOTE: The United States Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. Refer to your fax communication software documentation for details on how to comply with the fax-branding requirement.

If trouble is experienced with this equipment or for repair or warranty information in the U.S. and Canada, please contact your computer manufacturer or reseller.

Canadian Notice

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operation, and safety requirements. The Department does not guarantee the equipment will operate to the users' satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the inside wiring associated with a single-line individual service may be extended by means of a certified connector assembly. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make electrical ground connections by themselves, but should contact the appropriate inspection authority or an electrician, as appropriate.

The Load Number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone line used by the device to prevent overloading. The termination of a line may consist of any combination of devices subject only to the requirement that the total of the Load Numbers of all devices does not exceed 100. The Load Number for this device appears on a label on the product.